OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 17**

Title: Percentage Troubles in 7 Days for Non-Special Orders - GTE only
Percentage Trouble in 10 Days for Non-Special Orders - Pacific Bell only

Area	Requirement Description
Description:	Measures the percent of network customer trouble reports received within 7 (GTE) or 10 (Pacific Bell) calendar days of service order completion.
Method of Calculation:	**GTE:** (Total Number of non-special Service Orders that receive a Network Customer Trouble Report within 7 calendar days of service order completion / Total new, move and change completed Non-Special Service orders) x 100 **Pacific Bell:** (Total Number of Customer Trouble reports received within 10 calendar days of non-special service order completion / Total Number of new, move and change completed non-special orders) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type (including LNP) and Field Work/No Field Work as appropriate
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell**
	Parity for Resale is Retail (non-special services only)
	
	Parity for UNE measured for the following UNEs:
	• 2/4w (8db and 5.5 db) loop (incl. Coin/analog PBX)
	  • UNE Sub-Loop
	
	(and for Pacific Bell only)
	  • FDT orders
	  • TBCC orders
	
	• UNE Port – Basic analog/Coin
	
	• UNE Platform -Basic port and basic loop
	
	• LNP (Port Out)
		Retail
		
		• Business POTS (outside plant disposition codes and central office wiring disposition codes)
		
		• Business POTS (non-disp)
		
		• Business POTS (disp/non-disp)
		
		• Benchmark of no more than 1% troubles.

	GTE
	• Resale POTS- Residence
	• Resale POTS-Business
	• UNE loop Nondesigned
	•
	• UNE Port
	• UNE Platform
	  • UNE - P Res
	  • UNE - P Bus
	
	• LNP
	
	• Subloop
		Retail
		• Retail POTS - Residence
		• Retail POTS - Business
		• BI Dispatched Non Designed
		• CentraNet - Simple
		
		• Residential POTS
		• Business POTS
		
		• Retail POTS- Total Business & Residence, Non-Dispatched
		
		• *(Diagnostic)*

Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Trouble Reports Received on the Due Date • Excludes Subsequent reports • Excludes ILEC employee generated reports • Excludes troubles associated with inside wiring. • If no service orders are processed for a service group type in the report month, the denominator for the calculation of this measure will be service orders processed in the last month of service order activity. (Pacific Bell only) • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type. • Pacific Bell will track FDT and TBCC diagnostically until the next review cycle.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 18**

Title: Completion Notice Interval

Area	*Requirement Description*
Description:	Measures the percent of completion notices returned within the time specified in the measurable standard.
Method of Calculation:	**Fully Electronic:** (Number of Completion Notices Returned within "X" Interval) / (Number of Orders Completed where the Completion Notice is Returned Using Electronic Process) x 100 **All Other Interfaces:** (Number of Completion Notices Returned within "X" Interval) / (Number of Orders Returned Using All Other Processes) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	All interfaces
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell:** **Fully electronic(LEX, EDI) -** • Standard -95% within 1hour **Fully electronic Fallout:** • Standard is 95% within 24 hours with a fallout maximum of 5% for each system reported. If LASR shows a reduction in fallout level (an average to nearest 0.5%) for three reported months, then Pacific Bell will lower fallout level to match. **All other interfaces** • Standard– 90% within 24 hours **GTE:** **Fully Electronic (EDI)** • Standard - 95% within 1 hour Electronic Batch • Standard – 95% within 12 hours **All other interfaces** • Standard – 90% within 24 hours
Business Rules:	• 24 hour clock is used to measure interval for all other interfaces. • Excludes weekends and ILEC published holidays • System hours will be used for fully electronic sub-measures • GTE will report on the industry standard of SAR Version 4 only. • For GTE, fully electronic represents all near "real-time" interfaces that flow through and do not include batch processing. • For GTE, Electronic Batch represents all electronic interfaces that include some form of batch processing. • For GTE, all other interfaces represent manual processes. • For GTE, Electronic Batch will use the same calculation method as Fully Electronic
Notes:	• Completion Notices on disconnect orders are only for CLEC disconnect orders (not on ILEC retail disconnect orders, except for LNP disconnect orders).

OSS OII Performance Measurements
Report Requirements

Maintenance **Measure 19**

Title: Customer Trouble Report Rate

Area	Requirement Description
Description:	Measures the total number of network customer trouble reports received within a calendar month per 100 local exchange lines/interconnection or interoffice trunks/ circuits/UNEs.
Method of Calculation:	(Total Number of Customer initial and repeat network trouble reports / Number of local exchange lines/interconnection or interoffice trunks/circuits/UNEs in service at the end of the prior reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	By service group type (including LNP) & NXX Code Opening Troubles
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** **Parity for UNE measured for the following UNEs:**	**Retail**
	• 2/4w (8db and 5.5db) analog loop	• POTS - Business (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (ISDN)	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (xDSL)	• 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1)	• DS1(outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – DS3	• DS3 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – OC level	• Retail OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port – Non-Specials	• POTS - Business (dispatch in)
	• UNE Port – Specials	• Retail Specials (dispatch in)

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service

	• Dark Fiber	Diagnostic

	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3
	  • OC level
		(TBD)

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		
		  • Business POTS (non-disp, disp)
		  • Retail Voice Grade Specials (non-disp, disp)
		  • ISDN BRI (non-disp, disp)
		  • ISDN PRI (non-disp, disp)

	• Interconnection Trunks	• ILEC Dedicated Trunks
	• LNP - Port Out	• Benchmark: .35%

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet-Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	◦ UNE - P Res	• Residential POTS
	◦ UNE - P Bus	• Business POTS
	◦ UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*
	• LNP	• No more than .35% of total trouble reports received for LNP
	• EEL	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
	• UNE Subloop	• *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Access line/circuit count taken from previous month • Excludes ILEC employee generated reports • For GTE - excludes provisioning trouble reports. • Include Test okay (TOK) and Found Okay (FOK) reports.	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type. (GTE only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	

OSS OII Performance Measurements
Report Requirements

Maintenance **Measure 20**

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

Area	*Requirement Description*
Description:	Measures the percent of trouble reports not cleared by the commitment time.
Method of Calculation:	(Total network trouble reports not cleared by the commitment time for ILEC reasons / Total network trouble reports completed) x 100
Report Period:	Monthly
Report Structure :	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	• By service group type (including LNP) & NXX Code Opening Troubles • By dispatch and no dispatch
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail**	
	Parity for UNE measured the following UNEs: 2/4w (8db and 5.5db) analog loop	**Retail**
	• UNE Sub-Loop	• POTS - Business (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (ISDN) • UNE Sub-Loop	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (xDSL) • UNE Sub-Loop	• 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1) • UNE Subloop	• DS1 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop –DS3	• DS1 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – OC level	• Retail OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port – Non Specials	• POTS - Business (dispatch in)
	• UNE Port – Specials	• Retail Specials(dispatch in)

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service

	• Dark Fiber	Diagnostic

	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3
	  • OC level
		(TBD)

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS non-disp,disp)
		• Retail Voice Grade Specials (non-disp, disp)
		• ISDN BRI (non-disp, disp)
		• ISDN PRI (non-disp,disp)

	• Interconnection Trunks	• ILEC Dedicated Trunks
	• LNP - Port Out	• Benchmark: No more than 1 missed commit per month per CLEC

Measurable Standard:	GTE	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business)
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*
	• LNP	• No more than 1 missed commit per month per CLEC
	• EEL	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
	• UNE Subloop	• *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports • Excludes customer caused misses • Results include Test okay (TOK) and Found Okay (FOK) reports. • For GTE - excludes provisioning trouble reports.	

Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • Results for UNE Subloops will be tracked diagnostically (GTE only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.

OSS OII Performance Measurements
Report Requirements

Maintenance **Measure 21**

Title: Average Time to Restore

Key	Requirement Description
Description:	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
Method of Calculation:	(Total duration of customer network trouble reports) / (Total customer network trouble reports)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	• By service group type (including LNP) & NXX Code Opening Troubles • By dispatch and no dispatch
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail**	
	Parity for UNE measured for the following UNEs:	**Retail**
	• 2/4w (8db and 5.5 db) analog loop • UNE Sub-Loop	• POTS - Business (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (ISDN) • UNE Sub-Loop	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (xDSL) • UNE Sub-Loop	• 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1) • UNE Sub-Loop	• DS1 (outside plant disposition codes and central office wiring disposition codes)
	• UNE Loop – DS3	• DS3 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – OC level	• Retail OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port – Non-Specials	• POTS - Business (dispatch in)
	• UNE Port – Specials	• Retail Specials (dispatch in)

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service

	• Dark Fiber	• Diagnostic

	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3
	  • OC level
		(TBD)

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS (non-disp, disp)
		• Retail Voice Grade Specials (non-disp, disp)
		• ISDN BRI (non-disp, disp)
		• ISDN PRI (non-disp, disp)

	• Interconnection Trunks	• ILEC Dedicated Trunks
	• LNP - Port Out	• Benchmark: avg. 4 hours

Measurable Standard:	GTE	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*
	• LNP	• *Retail POTS – Total Business & Residence, Non-Dispatched*
	• EEL	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
	• UNE Subloop	• *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports • For GTE - excludes provisioning trouble reports. • Results include Test okay (TOK) and Found Okay (FOK) reports.	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • Results for UNE Subloops will be tracked diagnostically (GTE only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	

OSS OII Performance Measurements
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Maintenance **Measure 22**

Title: POTS Out of Service Less Than 24 Hours

Area	Requirement Description
Description:	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.
Method of Calculation:	(Total number of out of service network troubles cleared in less than 24 hours / Total number of out of service network troubles reported) x 100 *Note: For non-design services only*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By POTS Residence and Business (Resale and UNE)
Geographic Level:	Statewide
Measurable Standard:	**Parity for Resale (POTS) for Pacific Bell** **Parity for UNEs (Basic)** • 2/4w (8db and 5.5 db) analog loop • UNE Sub-Loop • UNE Port – Basic Analog • UNE Platform – Basic Port and Loop **Retail** • POTS - Business (dispatch) (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Business POTS (non-disp/dispatch)_

	GTE
	• Resale POTS- Residence
	• Resale POTS-Business
	• UNE loop Non-designed
	• UNE Port
	• UNE Platform
	  • UNE - P Res
	  • UNE - P Bus
	
	Retail
	• Retail POTS - Residence
	• Retail POTS - Business
	• B1 Dispatched Non Designed
	• CentraNet - Simple
	• Residential POTS
	• Business POTS

Business Rules:	• Residential and Business POTS only • Excludes no access • Interval for tickets received Saturday and Sunday begins no later than Monday morning • Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports • Results include Test okay (TOK) and Found okay (FOK) reports.
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type (Pacific Bell only).

OSS OII Performance Measurements
Report Requirements

Maintenance **Measure 23**

Title: Frequency of Repeat Troubles in 30 Day Period

	Requirement Description
Description:	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.
Method of Calculation:	(Total customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	By service group type (including LNP) & NXX Code Opening Troubles
Geographic Level	Statewide

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail**	
	Parity for UNE measured for the following UNEs:	**Retail**
	• 2/4w (8bd and 5.5db) analog loop	• POTS - Business (fielded) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (ISDN)	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (xDSL)	• 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1)	• DS1 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – DS3	• DS3 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – OC level	• Retail OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port – Non-Specials	• POTS - Business (dispatch in)
	• UNE Port –Specials	• Retail Specials (non-dispatch)

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service

	• Dark Fiber	• Diagnostic

	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3
	  • OC level
		(TBD)

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS (non-disp, disp)
		• Retail Voice Grade Specials (non-disp,disp)
		• ISDN BRI (non-disp, disp)
		• ISDN PRI (non-disp, disp)

	• Interconnection Trunks	• ILEC Dedicated Trunks
	• LNP - Port Out	• Benchmark: No more than 2 repeat troubles per month per CLEC

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*
	• LNP	• No more than 2 repeat trouble per month per CLEC
	• EEL	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
	• UNE Subloop	• *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wiring • Excludes Subsequent reports • Excludes Message Reports • Excludes ILEC employee generated reports	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	

OSS OII Performance Measurements
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Network Performance **Measure 24**

Title: Percent Blocking on Common Trunks

Area	*Requirement Description*
Description:	Measures the percent of common and shared transport trunk groups exceeding 2% blockage.
Method of Calculation:	(Number of common and shared transport trunk groups exceeding 2% blockage / Total number of common and shared transport trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	
Report By:	By total trunk groups.
Geographic Level:	Statewide
Measurable Standard:	Benchmark: 2% of trunk groups blocking at no more than 2%
Business Rules:	• GTE reports provided 45 days after close of data month. • ILEC will make available detailed information for all trunk groups not meeting 2% blocking level with the monthly report
Notes:	

OSS OII Performance Measurements
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Network Performance **Measure 25**

Title: Percent Blocking on Interconnection Trunks

	Requirement Description
Description:	Measures the percent of final dedicated interconnection trunk groups exceeding 2% blockage.
Method of Calculation:	(Number of final dedicated interconnection trunk groups exceeding 2% blockage / Total number of final dedicated interconnection trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Report By:	• Total trunk groups • ILEC end office to CLEC end office • ILEC tandem to CLEC end office
Geographic Level:	Statewide
Measurable Standard:	Parity for Pacific Bell and GTE – comparison made to ILEC final trunk groups
Business Rules:	• Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity. • GTE reports provided 45 days after close of data month. • Excludes blocking failures caused by the CLEC not completing growth trunk provisioning by scheduled due date. • Excludes blocking due to CLEC putting trunks in a "make busy" state. • Applies to those trunks where the ILEC has augmentation control. • Does not apply when trunks are provisioned as two-way trunks
Notes:	• ILEC will provide detail available regarding exclusions in raw data.

OSS OII Performance Measurements
Report Requirements

Network Performance **Measure 26**

Title: NXX Loaded by LERG Effective Date

Area	Requirement Description
Description:	Measures the number of NXXs loaded and tested by the LERG effective date.
Method of Calculation:	((Number of NXXs loaded and tested by LERG effective date) / (Number of NXXs scheduled to be loaded and tested by LERG effective date)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	Reported for all NXX codes scheduled to be loaded in reporting period
Geographic Level:	Statewide
Measurable Standard:	Parity for Pacific Bell and GTE – comparison made to results for loading ILEC NXX codes by the LERG effective date.
Business Rules:	• Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days). • Excludes any NXX code that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed. • Includes both additions and deletions to NXX codes.
Notes:	• NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing. • TRUCALL billing validation testing is not used unless maintenance trouble is reported (Pacific Bell only)

OSS OII Performance Measurements
Report Requirements

Network Performance **Measure 27**

Title: **MEASURE DELETED**

Area	*Requirement Description*
Description:	*Measure deleted - process is parity by design.*
Method of Calculation:	
Report Period:	
Report Structure:	
Report By:	
Geographic Level:	
Measurable Standard:	
Business Rules:	
Notes:	

OSS OII Performance Measurements
Report Requirements

Billing **Measure 28**

Title: Usage Timeliness

Area	Requirement Description
Description:	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is successfully transmitted to the CLEC.
Method of Calculation:	Sum ((Data Set Transmission Availability Date) - (Date of Message Recording)) / (Count of All Messages available for Transmission in Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	**Pacific Bell:** • Resale • UNE (IntraLATA and InterLATA, combined) • Jointly provided switched access (associated with meet point billing) **GTE** • Resale Local • Resale Toll • UNE (IntraLATA and InterLATA combined)(excluding UNE Platform) • UNE Platform – Local • UNE Platform - Access • Jointly provided switched access (associated with meet point billing)
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** Parity for Resale UNE, and Jointly provided switched access: **GTE:** Parity for Resale - Local, Resale - Toll and UNE Parity for UNE Platform – Local is Resale – Local Parity for UNE Platform – Access is IXC switched access Benchmark for Jointly provided switched access: Standard – 95% in 6 Days
Business Rules:	
Notes:	• GTE bills local/toll through CBSS billing systems. Access usage is billed out of CABS. UNE Platform can contain both elements and will be reported separately, if applicable.

OSS OII Performance Measurements
Report Requirements

Billing **Measure 29**

Title: Accuracy of Usage Feed

	Requirement Description
Description:	Measures the completeness of content, accuracy of information and conformance of formatting of the records the ILEC transmits to the CLEC in the reporting period. *Note: This data will be collected by CLECs and reported by the ILECs.*
Method of Calculation:	((Number of Total Correct Usage Records Processed in the Reporting Period That Reflected Complete Information Content and Proper Formatting) / (Total Number of Usage Records Received and Processed)) x 100 *Note: Total usage records includes detail data records, headers and trailers*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate
Report By:	Total Records
Geographic Level:	Statewide
Measurable Standard:	Benchmark for Pacific Bell and GTE *Parties agree that data will be collected for this measure and the appropriate benchmark discussed at next Performance Measurement Plan Review or after three months of data are available, which ever occurs first.*
Business Rules:	• Report will be by calendar month • Usage files included in the reporting month will be those processed by the CLEC in that month • Usage feed will include Resale, UNE and Meet Point Billing usage • Results will be supplied by the CLEC to the ILEC by the 7th calendar day by 7p.m. (EST) after the end of the month under report. If no data is received by the ILEC from the CLEC by required date, no results will be reported by the ILEC for the CLEC for that reporting month. Data must be supplied by the CLEC to the ILEC in the agreed to format, at minimum including data for the numerator, denominator and the calculated result.

	• If the data received by the ILEC from the CLEC are incomplete or corrupted, the ILEC will return the data file to the CLEC. The ILEC will have 12 hours after the receipt of the monthly results from a CLEC to validate the accuracy and completeness of the file and return incomplete and/or corrupted files to the CLEC for correction. The CLEC has until the 9th calendar day at 7p.m. (EST) to re-submit the file to the ILEC for inclusion in the monthly reported results. • Usage files by the ILEC will be considered non-compliant if the ILEC has changed its file criteria without providing the CLEC notice of the change 60 days prior to implementation of changes resulting from modifications to the industry format standards or 30 days prior to implementation of changes to internal ILEC format standards. For changes to internal ILEC format standards, a CLEC may request that the implementation of the change be delayed up to 30 days to allow the CLEC a 60 day internal to implement the change in its systems. This request from the CLEC must be submitted in writing to ILEC prior to the implementation of the change. • Changes to the ILEC-specific implementation guide and the ILEC reference table shall not constitute valid criteria for the purpose of determining the accuracy of a mechanized bill unless notice of the change has been provided through an agreed-upon medium for the minimum notice period. The layout of the records exchanged between companies shall be the EMI record as described in the current edition of the EMI manual published by ATIS on behalf of the Ordering and Billing Forum, as supplemented by GTE's or Pacific Bell's specific requirements. This will include record length, field descriptions, and dataset characteristics. • Validation of accuracy and completeness of the files will be accomplished by means of pack invoice checking for proper sequencing. Further validation will occur by balancing of the record count and revenue total contained in the pack trailer to the detail records. • A record is correct if it is of the correct length, all of its fields are of correct length and mode (alpha or numeric), and it is a valid EMI record type. • A header is correct if: 1) the invoice number is correct if it is of proper sequence (the sequence is 1 greater than the previous header invoice number or it is 1 if the previous sequence was 99); 2) the trailer count and the count of detail records agree and ; 3) the trailer revenue total agrees with the total of the revenue fields within each detail record within the pack.

Notes:	• The ILEC will have the right to audit the CLECs' data collection and reporting process subject to the same notice requirements that would apply to a CLEC audit of ILEC data. • The ILEC can request the CLEC supply the raw data used to compile the monthly results subject to the same notice requirements that would apply to the ILEC's provision of raw data. • Raw data includes header, trailer and detail records, for the report period in question.

OSS OII Performance Measurements
Report Requirements

Billing **Measure 30**

Title: Wholesale Bill Timeliness

Area	Requirement Description
Description:	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC.
Method of Calculation:	(Count of Invoices Transmitted by ILEC in 10 calendar days from the scheduled Bill Cycle Close*/Total Count of Invoices Transmitted in Reporting Period) X 100 *Bill Cycle Close = Bill Date
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATAcombined) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell and GTE:** **Benchmark:** • Standard – 99% within 10 calendar days
Business Rules:	• Includes only mechanized bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Notes:	• GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.

Report Requirements

Billing **Measure 31**

Title: Usage Completeness

Area	Requirement Description
Description:	Measures the percentage of usage charges appearing on the correct bill.
Method of Calculation:	(Count of usage charges on the bill that were recorded within last 30 days / total count of usage charges on the bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATAcombined) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell and GTE:** **Parity for Resale and UNE** **Benchmark for Facilities/Interconnection** • Standard - 95%
Business Rules:	• Excludes summarized charges
Notes:	• For Pacific Bell, for CABS billed charges (UNE and Facilities/Interconnection), dataset will be defined as charges occurring in past 30 days and processed within 3 calendar days of the end of the month. • GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.